

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Operations and Systems Technician Competencies

Description of Work: This is technical work in the operation of computer equipment and auxiliary equipment necessary for computer equipment functioning. Work may include interaction with users to troubleshoot problems and interaction with specialists and analysts to resolve problems. This work requires a broad base of knowledge covering many areas of expertise, and requires a sufficient level of knowledge to make independent decisions when necessary.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Understands tasks required in job and takes ownership to complete tasks. Takes initiative to plan and organize daily activities and tasks.	Independently reorganizes own work plans and adapts to unanticipated changes (contingency planning) with limited supervision. Coordinates with others.	Provides regular leadership in planning and organizing the work of other technicians.
<i>Project Management</i>	Serves as a productive project team member by completing assigned tasks. Follows processes and approvals for projects. Helps develop project/solutions in assigned area.	Manages technical project tasks involving own work and under minimal supervision.	Manages project tasks that require directing the work of others with some latitude on actions or decisions. Independently manages project timelines, resources, staff and leads implementation efforts in less complex technology areas.
<i>Technical Knowledge</i>	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and applies the fundamental standards and terminology associated with the work specialty. Demonstrates initiative to remain technically competent.	Exhibits working knowledge of the specialty area demonstrated by applying an understanding of the general standards, skills, and practices associated with the specialty.	Exhibits advanced knowledge of the work area demonstrated by an in-depth understanding and application of advanced principles, theories and practices associated with the work specialty.
<i>Technical Solution Development</i>	Works with own specialty with limited ability to integrate and coordinate elements within that specialty. Demonstrates understanding of the technology and systems in place.	Integrates knowledge and skills from own specialty to address work assignments and problems of simple to moderate complexity. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates substantial knowledge of own work specialty and the ability to integrate this knowledge base to achieve solutions to complex problems. Researches and puts into place new technologies in specialty or related area.
<i>Technical Support</i>	Solicits relevant information from customers in order to sufficiently describe problem to technical expert.	Independently resolves routine and some non-routine problems. Understands the root causes of routine	Independently resolves non-routine problems. Makes suggestions for technical modifications to prevent future

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Functional Competencies	Contributing	Journey	Advanced
	Performs limited diagnostics. Troubleshoots problems by probing user for information relevant to solving problems based on standard operation procedures.	and some non-routine technical problems.	problems. Develops solutions that address trends and cause of the problem not the symptom.
<i>Consultancy Skills</i>	Appropriately describes information provided by customer for higher technical support, if necessary.	Understands the customer's needs and resource limitations in order to provide appropriate services to customer. Builds on-going partnerships with customers. Meets with customers to discuss alternative technical solutions.	Provides consultation on issues and requests from customers that require the implementation or creation of a custom solution.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and six months of experience in the field or work related to position. Coursework in computer operations or information technology from a technical school or community college may be substituted on a year-for-year basis.

Degrees must be received from appropriately accredited institutions.

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